

DACUM Research Chart for Human Resources/Personnel Specialist

DACUM Panel

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Duties		← Tasks →				
A	Provide Customer Service	A-1 Identify employees	A-2 Research employee problem	A-3 Resolve employee problem	A-4 Respond to employee inquiries (e.g., health benefits, payroll)	A-5 Respond to public inquiries
B	Process Position Description	B-1 Create P.D.	B-2 Update P.D.	B-3 Enter P.D. into HRMS	B-4 Initiate P.D. approval	B-5 Distribute approved P.D. copies
C	Coordinate Hiring Employees	C-1 Process posting request	C-2 Process applicant packet	C-3 Pre-screen applicant packet	C-4 Set up applicant interview	C-5 Request approval of interview question
D	Process Employee Personnel Action	D-1 Type employee PA's	D-2 Review PA documentation	D-3 Enter PA into HRMS/DAS payroll	D-4 Initiate PA to OHR for approval	D-5 Process approved PA (e.g., copy, distribution file)
E	Coordinate Employee Orientation	E-1 Determine eligible employee	E-2 Create list to OHR	E-3 Process employee identification form		
F	Process Employee Payroll	F-1 Verify employee time sheets	F-2 Complete payroll time sheet	F-3 Calculate project hours	F-4 Enter work hours in payroll system	F-5 Resolve payroll discrepancy
G	Process Employee Benefits	G-1 Compile benefit paperwork	G-2 Review benefit paperwork	G-3 Prepare benefits paperwork for distribution	G-4 Distribute updated benefit information	G-5 Resolve benefit problems
H	Coordinate Employee Training	H-1 Review request for training	H-2 Review budget allocation	H-3 Research requested training	H-4 Schedule requested training	H-5 Process training invoices
I	Coordinate Employee Evaluation	I-1 Process evaluation roster	I-2 Coordinate evaluations for signature	I-3 Distribute completed evaluations	I-4 Review evaluation roster	
J	Coordinate Employee Incentive	J-1 Distribute employee suggestion newsletter	J-2 Review employee suggestions	J-3 Prepare team meetings	J-4 Facilitate team meetings	J-5 Provide feedback to employees
K	Perform Fiscal Responsibilities	K-1 Prepare budget projection	K-2 Communicate fiscal needs	K-3 Allocate training funds	K-4 Process invoices for payment	K-5 Process purchase orders
L	Perform Administrative Responsibilities	L-1 Train clerical employees	L-2 Prepare correspondence (e.g., fax, memos, letters, e-mail)	L-3 Maintain monthly reports (e.g., car, pcn, specs)	L-4 Maintain disbursement	L-5 Maintain employee records

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C-6 Prepare interview packet	C-7 Participate on internal panel	C-8 Process recommendation for hire	C-9 Notify applicants of status (e.g., regret or congratulations)		C-10 Establish hire date	
F-6 Process employee paycheck/stuffers	F-7 Process annual W2 forms					
H-6 Record employee training	H-7 Review training evaluation					
J-6 Send suggestions to DAS	J-7 Provide employees support at award ceremony					
K-6 Perform bookkeeping responsibilities	K-7 Prepare fiscal reports	K-8 Review fiscal reports	K-9 Participate on workflow team	K-10 Maintain customer accounts		
L-6 Attend skills training	L-7 Attend information meetings	L-8 Order office supplies	L-9 Maintain division inventory	L-10 Participate in HR awards programs	L-11 Develop projects presentation	L-12 Develop division documents(e.g., forms, databases, spreadsheets)

M **Develop
Division
Newsletter**

M-1 Request potential articles	M-2 Select appropriate articles	M-3 Write news articles	M-4 Edit selected articles	M-5 Publish division news-letter
				M-6 Distribute division news-letter

General Knowledge and Skills

Communication skills	Time management
PC skills	Customer service skills
Math skills	Computer hardware skills
Phone skills	Interpersonal skills
Organizational skills	Account knowledge
Multi-task	Department policy & procedure knowledge
Troubleshooting	Employee/labor relations skills
Typing skills	Office equipment skills
Data entry	Analytical skills
Presentation skills	Benefits knowledge
Software knowledge	HR laws
Policy and procedure knowledge	Leadership skills
Stress management	Ethics
Training skills	

Worker Behaviors

Self motivated	Ethical
Team player	Confident
Self-discipline	Receptive
Diplomatic	Customer oriented
Honest	Humorous
Dependable	Patient
Approachable	Assertive
Timely	Considerate
Organized	Determination
Cooperative	Pro-active
Flexible	Consistent
Good listener	Positive attitude
Compassionate	Resourceful
Professional	Analytical

Tools, Equipment, Supplies and Materials

Telephone	Fax machine
Computers	Scanner
Manuals	Office supplies
Software	Web access
Modem	Safe
Copier	

Future Trends and Concerns

Job burnout	HRMS
Job opportunities	Retention
Salary	Reorganization
Job security	Recruitment
Job reassignments	Work ethics
Technology	Upward mobility
Diversity	

Acronyms

HR	Human Resources
PA	Personnel Action
PD	Position Description
PCN	Position Control Number
OHR	Office of Human Resources
PC	Personal Computer
CAS	Central Accounting System
HRMS	Human Resources Management System
PO	Purchase Order
DAS	Department of Administrative Services

Abbreviations

Class Spec. Class Specification